# OS/2 Strategy for 2003

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## Why an OS/2 Strategy for e-business?

IBM(R) has endorsed the strengths and benefits of Internet technologies and platform independence for several years and has encouraged customers worldwide to make the transition to network computing. To facilitate this transition, IBM has enhanced the OS/2(R) operating system to become an excellent platform for the deployment of e-business applications, while at the same time helping preserve investments in legacy applications. IBM has created a transformation plan that includes information customers can use to help transform their current client-and-server solutions into e-business solutions. Although it is our intent to proceed as described here, because of the pace of technology, statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

Industry standards, Internet technologies, and platform independence are IBM's strategic recommendations for coping with the rapid pace of software and hardware technology changes. Exploitation of industry standards and Internet technologies hedges information technology investments, and platform independence preserves choices and options. Customers who have already made the transition to network computing have discovered that Internet technologies and platform independence can create a competitive advantage: they help reduce costs and facilitate the rapid deployment of new applications and services. The transformation to e-business could be a critical factor in a company's growth and prosperity, or a defensive strategy to protect a business from competitors. IBM has formalized its vision of e-business as the *WebSphere(R) Software Platform*.

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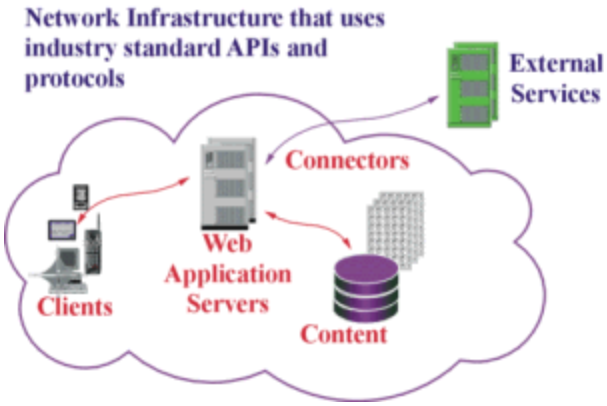
## What is the WebSphere Software Platform?

The WebSphere Software Platform is a multi-tier distributed information technology environment, based on open industry standards that integrate Internet technologies with traditional information technology. In the typical three-tier distributed environment:




- The **client** tier provides user access to the network. Devices include digital wireless telephones, network computers and PCs along with Java(TM) technologies that provide rich interaction among users and applications.
- The **Web application server** tier provides an HTTP Server and a Web Application Server for business logic and access to host and external services using connectors.
- The **host server** tier provides data storage and transactional applications.

Solutions built within the WebSphere Software Platform can help:

- facilitate multi-platform deployment because they use open standards
- shorten the time and lower the cost of deployment because they are server-centric and do not require client updates
- accommodate business growth because they are scalable
- protect investments because they can be integrated with existing solutions

For more information about the WebSphere Software Platform, see http://www.ibm.com/software/ebusiness/.

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## What are the OS/2 Plans for 2003?

IBM plans to provide OS/2 support in 2003 in the following areas:

- **Hardware and Device Driver Enhancements:** IBM plans to provide OS/2 device driver enhancements. IBM plans to provide reserved Software Choice device drivers to customers with then current software subscriptions. IBM also plans to offer fee-based services to OEMs for hardware compatibility testing. We anticipate that over time some hardware device driver support will trend toward USB attachment, while some hardware and device driver support will continue in legacy mode. IBM posts hardware and device driver support information to the http://www7.software.ibm.com/2bcprod.nsf Web site.
- **Transition and product enhancement services:** IBM offers fee-based transition services such as assessment, deployment assistance, and implementation. IBM will also consider requests for product enhancement services such as hardware compatibility test or device driver development.
- **OS/2 Defect Support:** IBM plans to provide Program defect support for OS/2 Warp 4 Convenience Packages and for Warp Server for e-business Convenience Packages through 31 December 2006 for Passport Advantage customers with Software Maintenance Subscriptions. Customers should install the latest FixPak or service refresh to stay current for Program Support. Customers must maintain software subscriptions for Program Support and to obtain FixPak(s) or service refreshes. No FixPaks or service

refreshes are planned to support Java 1.1.8 or Netscape 4.61. On 31 December 2004, IBM intends to withdraw Program defect support for Java 1.1.8 and Netscape 4.61 for other than install by IBM components. Java 1.1.8 has been superceded by Java 1.3.1, and Netscape 4.61 has been superseded by the IBM Web Browser for OS/2.

For customers entitled to technical support, IBM plans to work with third party ISVs to resolve customer reported problems with OS/2 for the following:

- Innotek(R) for the Java 1.4 SDK and JRE, the Java 1.4 plug-in to the IBM Web Browser for OS/2, the Macromedia Flash Player for OS/2 and the Innotek Font Engine for OS/2,
- HOB(R) for HOBLink(R) X11 X-Window X-Server for OS/2,
- Citrix(R) for the Citrix Client for OS/2.

For customers who choose not to purchase software subscriptions, IBM plans to offer a special-bid Service Extension (SE) for IBM designated components. Access to Level 1 and Level 2 support is a prerequisite and the software must be at the current service level. For customers with or without software subscriptions, IBM plans to offer a special-bid Total Content Ownership (TCO) for IBM designated components. Access to Level 1 and Level 2 support is a prerequisite, and a private code line based on the customer's service level is created. TCO fixes are usually placed in the service code line to facilitate TCO customer update to a later service level. IBM plans to offer special-bid, IBM designated device drivers as a component of SEs and TCOs. Refer to http://www.ibm.com/software/os/warp/ for further details.

IBM recommends that customers:

- Purchase Passport Advantage Software Maintenance Subscriptions for the benefits of defect support, device drivers and for service refreshes of the IBM Web Browser for OS/2.
- Purchase fee-based Total Content Ownership (TCO) defect support for OS/2 and the OS/2 software stack for the benefits of freezing OS/2 and the OS/2 software stack at a customer selected service level, allowing the customer's Information Technology providers to focus on making the transition from OS/2 to another platform.
- Utilize services from IBM Software Services for WebSphere and IBM Global Services to augment the customer's Information Technology staff during the transition.

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## What are IBM's Recommendations?

IBM recommends that customers implement a phased transition from client-and-server environments to the WebSphere Software Platform by exploiting key e-business technologies:

- Java – for program portability
- XML – for data portability
- Internet protocols – for data transmission and communication control

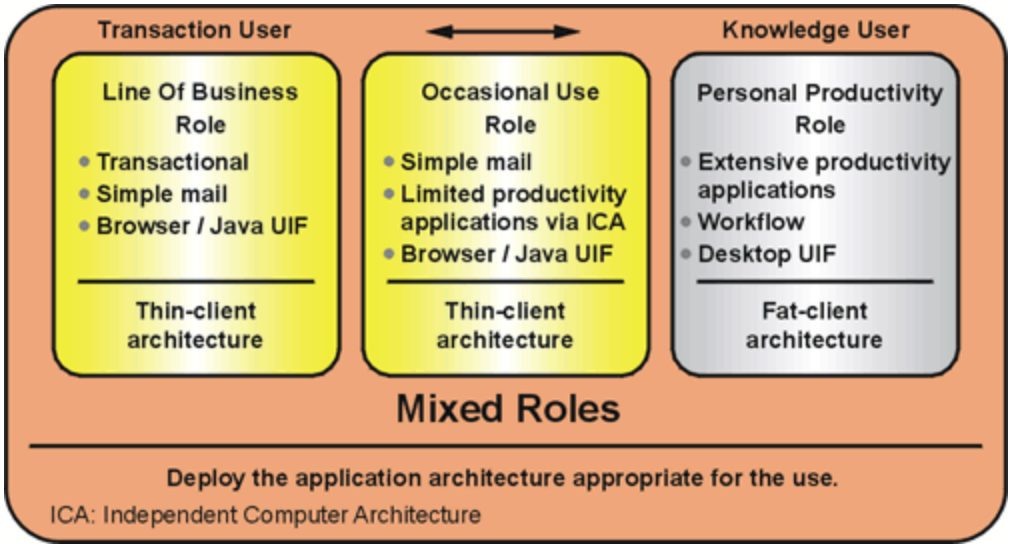
- Browser – for user interface
- HTTP Server – for an HTTP Server with proxy and caching
- WebSphere Application Server and the WebSphere Portal – for application serving

Briefly, IBM recommends using Internet technologies on both internal and external networks with server-centric business logic delivered by thin-client applications. Customers should exploit OS/2 e-business enhancements and deploy new e-business technology applications concurrently with existing OS/2 applications until platform neutrality has been achieved, and then change the operating system. IBM recommends three overlapping phases – Prepare, Deploy, Transition – as a means to help smooth migration and leverage Internet technologies.

- **Prepare** for the WebSphere Software Platform environment by:
    - Upgrading to current products that enable e-business application deployment concurrently with legacy applications:
        - OS/2 Warp 4
        - Warp Server for e-business
    - Evaluating current solutions and determining future requirements
    - Selecting packaged frameworks and solutions that preserve the greatest portion of the current host-based solution
    - Installing TCP/IP and upgrading communications bandwidth throughout the enterprise
    - Using Domino for mail and knowledge management
    - Utilizing IBM Services for product migration, readiness assessments, and planning
- **Deploy** applications in the WebSphere Software Platform by:
    - Using frameworks and solutions that implement Java and Internet technologies such as multi-threading, distributed objects, transaction commit and check point restart, and directory and security services
    - Developing new Java and WebSphere applications
    - Exploiting XML for the data interface between the server and the client
    - Using the browser for a standards-based, browser-neutral user interface (UIF)
    - Using:
        - Tivoli(R) solutions for systems management
        - WebSphere MQSeries(R) for messaging and information management
        - IBM DB2 Universal Data Base for data management
    - Utilizing IBM Services for deployment assistance
- Make the **Transition** of the operating system to an appropriate platform by:
    - Basing the selection of the server operating system on server consolidation, performance, capacity, and configuration management taking into consideration:
        - Network bandwidth
        - Database
        - New WebSphere Software Platform applications
        - Legacy transactional applications
    - Basing the selection of the client operating system on a segmented view of user roles

The traditional user segmentation into transaction and knowledge users is reclassified below as Line Of Business, Occasional Use, and Personal Productivity. Most users operate in more than one role. Thin-client application architecture is platform neutral and is appropriate for most Line-Of-Business and Occasional Use applications. IBM recommends platform independent, thin-client application architecture, even if those applications are deployed on a fat-client operating

system.




OS/2 Warp 4 provides you with the operating system platform for coexistence of legacy applications with new Java applications.

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## What Transition Services are available?

IBM recommends that customers utilize IBM Services for consulting, implementation, and operation.

- IBM Software Services for WebSphere at http://www.ibm.com/software/os/services/ focuses on engagements for transforming OS/2 applications into e-business applications and provides:
  - Consulting services for:
    - The WebSphere Software Platform, Java Technology, WebSphere and MQSeries
    - Object-Oriented Approach
    - Multi-Tier Architecture Design and Analysis
  - Technical Services for transforming OS/2 applications into e-business applications:
    - Proof of Concept
    - Prototype Development
    - Product Development
- IBM Software Services for WebSphere at http://www.ibm.com/software/os/services/ also focuses on engagements for OS/2 release-to-release and platform migration and provides:
  - Software migration to the latest OS/2 releases
  - Deployment
  - Performance tuning of OS/2 systems and applications
  - Problem determination
- IBM Global Services (IGS) at http://www.ibm.com/services/ focuses on very large engagements and provides:

        - e-business Services:
            - e-commerce Services
            - Enablement Services for e-business
            - Hosted Business Application Services
            - e-business Accelerator
        - Business Consulting
        - IT Consulting
        - Business Transformation services
        - Total Systems Management services
        - Strategic Outsourcing services
- Lotus Professional Services (LPS) at http://www.lotus.com/services/education.nsf/wdocs/serviceshomepage for:
    - Consulting
    - Education
    - Getting Started and Acceleration Packages
- Tivoli Services at http://www.tivoli.com/services/ for architecting and implementing Tivoli management software.

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## Summary

In the past ten to fifteen years, companies have benefited greatly from client-and-server technology. However, the cost of maintaining and enhancing applications physically resident on every client has grown significantly. Solutions based on Internet and Java technologies in the WebSphere Software Platform directly address many of the deficiencies responsible for driving expenses so high.

Changing an information technology system is a major undertaking. However, ignoring the relentless pace of technology and the networked economy could be perilous. Change is inevitable, and changes justified by long-term benefits or mandated by competitive pressures are vital investments in a company's future. IBM has been your client-and-server provider and we also intend to be your best choice among e-business providers.

For examples of customer experiences with Java and the WebSphere Software Platform, see http://www.software.ibm.com/casestudies/

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